

**653—11.5(272C) Failure to fulfill requirements for continuing education and mandatory training for identifying and reporting abuse.**

**11.5(1)** Disagreement over whether material submitted fulfills the requirements specified in rule 11.4(272C).

*a.* Staff will attempt to work with a licensee or applicant to resolve any discrepancy concerning credit for renewal or reinstatement.

*b.* When resolution is not possible, staff shall refer the matter to the committee.

(1) In the matter of a licensee seeking license renewal, staff shall renew the license if all other matters are in order and inform the licensee that the matter is being referred to the committee.

(2) In the matter of an applicant seeking reinstatement, staff shall reinstate the license if all other matters are in order and inform the applicant that the matter is being referred to the committee.

*c.* The committee shall consider the staff's recommendation for denial of credit for continuing education or mandatory training for identifying and reporting abuse.

(1) If the committee approves the credit, it shall authorize the staff to inform the licensee or applicant that the matter is resolved.

(2) If the committee disapproves the credit, it shall refer the matter to the board with a recommendation for resolution.

*d.* The board shall consider the committee's recommendations.

(1) If the board approves the credit, it shall authorize the staff to notify the licensee or applicant for reinstatement if all other matters are in order.

(2) If the board denies the credit, it shall:

1. Close the case;

2. Send the licensee or applicant an informal, nonpublic letter of warning, which may include recommended terms for complying with the requirements for continuing education or mandatory training for identifying and reporting abuse; or

3. File a statement of charges for noncompliance with the board's rules on continuing education or mandatory training for identifying and reporting abuse and for any other violations which may exist.

**11.5(2)** Informal appearance for failure to complete requirements for continuing education or mandatory training for identifying and reporting abuse.

*a.* The licensee or applicant may, within ten days after the date that the notification of the denial was sent by certified mail, request an informal appearance before the board.

*b.* At the informal appearance, the licensee or applicant will have the opportunity to present information, and the board will issue a written decision.